

2.037

1.

Woman 1 How may I help you?

Woman 2 I'd like to make an appointment.

2.

Woman Do you still have the same address?

Man No, I've moved.

3.

Woman 1 The latest appointment is six o'clock. Can you make it?

Woman 2 No, I'm afraid not.

4.

Woman Can I get your email address?

Man It's Pete Sung at sg dot com.

5.

Woman I've had a cancellation. I can squeeze you in tomorrow.

Man Is there anything a bit sooner?

6.

Woman What time is your appointment?

Man It's at three p.m., but I need to reschedule.

7.

Woman 1 We could deliver the package on Tuesday morning. Would that work for you?

Woman 2 Yes, that would be great.

8.

Woman Is there a problem?

Man Yes, I'm afraid I have to cancel my appointment.

2.038

Friend What's the matter?

Rick It's my tooth. It's been hurting me for a few days. But it's worse now.

Friend Let me see.

Rick It's this one, over here.

Friend It looks awful. You better make an appointment to see the dentist.

Rick I hate going to the dentist.

Friend Your tooth is only going to get worse, not better. Make an appointment now!

2.039

Receptionist Good morning. Dr. Bush's office. How may I help you?

Rick I'd like to make an appointment. My name's Rick. Rick Miller.

Receptionist M-I-L-L-E-R. OK, Rick. Do you still have the same address?

Rick No, I've moved. My new address is thirty-three twenty-five Emperor Road,

apartment three-oh-five.

Receptionist And the phone number? Is it the same?

Rick Yes. It's five-five-five, three-two-three-four.

Receptionist Five-five-five, three-two-three-four. Rick, can I get your email address?

Rick Sure. It's rickmiller – that's one word – at sg dot com.

Receptionist OK. Are you calling for a checkup or a cleaning?

Rick I have a sore tooth.

Receptionist Hmm. A checkup. I'm afraid Dr. Bush is really busy right now, but let me look at my calendar. Oh, I've had a cancellation. I think I can squeeze you in tomorrow. That's Wednesday, October first, at eleven thirty a.m. How's that?

Rick Is there anything a bit later, say in the afternoon?

Receptionist Hmm. Oh yes. The latest appointment is four thirty. Can you make it?

Rick Yes, that's fine.

Receptionist OK. He can see you at four thirty for a checkup. He will just have a look. After that, you can schedule another appointment.

Rick OK, thanks. See you tomorrow.

2.040

Elaine Hello?

Warren Hi, is Elaine West there, please?

Elaine Yes, this is Elaine.

Warren Hello, Elaine. This is Warren from Post Express. We have a large package for delivery.

Elaine Oh, it must be a new TV.

Warren Let me see ... yes, it's a TV. We can deliver it Thursday from nine to twelve in the morning or from one to five in the afternoon.

Elaine Ooh ... you know what? Thursday's not so good because I'm out of town for the day. How about Wednesday?

Warren Wednesday, Wednesday. Sorry. I'm afraid not. The trucks are already loaded for Wednesday. We could hold it another day and deliver it on Friday. Would that work for you?

Elaine OK. Friday, then. Friday morning?

Warren No problem. Friday morning, between nine and twelve.

2.041

Emily Hair Necessity, Emily speaking.

Brenda Hi, this is Brenda Jones.

Emily Hi, Brenda. What can we do for you?

Brenda I have an appointment with the stylist on Friday afternoon at four forty, but I need to reschedule.

Emily OK. What's good for you?

Brenda I think Monday around three is OK.
Emily Sorry Brenda, we're closed Monday. It's a holiday.
Brenda Oh, I forgot. How about Tuesday, then?
Emily You still want to come around three?
Brenda Yeah, that would be good.
Emily OK, Tuesday at three. We'll see you then!
Brenda Thanks.

2.042

Michael Hello, can I speak to Tim Gardiner, please?
Tim This is Tim.
Michael Hi, Tim, I'm Michael Thompson, the manager at Best Books. I'd like to interview you on Thursday. Let's say nine o'clock at the bookstore.
Tim Oh, Mr. Thompson, I'm so sorry, but I can't!
Michael Can't make it? Uh, is there a ... problem with the time?
Tim No, it's just that I started work at Libris. That's the bookstore across the street from you.
Michael Well, I'm sorry to hear that, Tim. Best of luck, then.
Tim Thanks again, Mr. Thompson. Bye.

2.043

Example: Let me see.

And the phone number?

1. Hi, is Elaine West there, please?
2. I'm the manager at Best Books.
3. You still want to come around three?
4. No, it's just that I started work at Libris.
5. We could hold it another day and deliver on Friday.
6. That would be good.

2.044

(Female)

Although I have only been in Japan for a short time, I have already noticed that the Japanese are very punctual. Whenever I meet with Japanese people, they always arrive a little early. On the rare occasion that people are late, they will always text or call to warn you.

At Japanese train stations, if a train arrives one-minute later than scheduled, the railway company will announce an apology to everyone. The other day I took the bullet train, also known as the Shinkansen. I was amazed to notice that its departures and arrivals were timed within 15-second periods!

Last year, I had a much different experience travelling on the trains around Europe. Although I found Germany and Switzerland to be very punctual places, things were different in southern Europe. In Spain and Italy, I had trouble changing trains because of delays. This would never happen in Japan! The most surprising thing was, people didn't look upset at all. Especially in Italy, where people were totally calm when they heard the trains were cancelled because of a strike.

Even though I had a wonderful time in Spain and Italy, I wish that they could be more punctual. They could really learn something from the Japanese!